



## Copy Files to/from the Cloud

Property Management Solutions for Over 30 Years

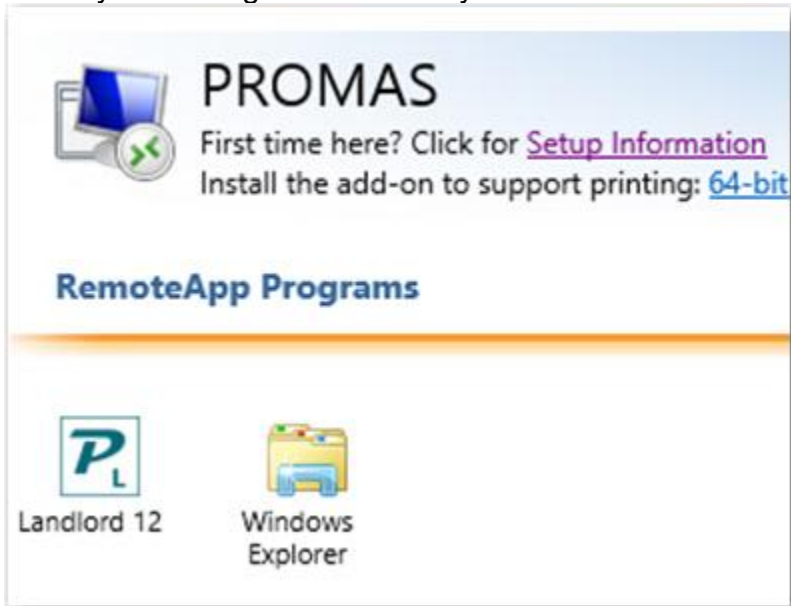
### Overview

Creating export files when you use PROMAS in the Cloud is a little different because you don't have access to all the locations on the computer where your data resides. You have two options for copying or accessing the files.

You can also view files on your local computer and files on the cloud drive and copy back and forth. Go to [Method 3](#).

### A. Method 1

When you first log on the Cloud you see a screen similar to the one below.

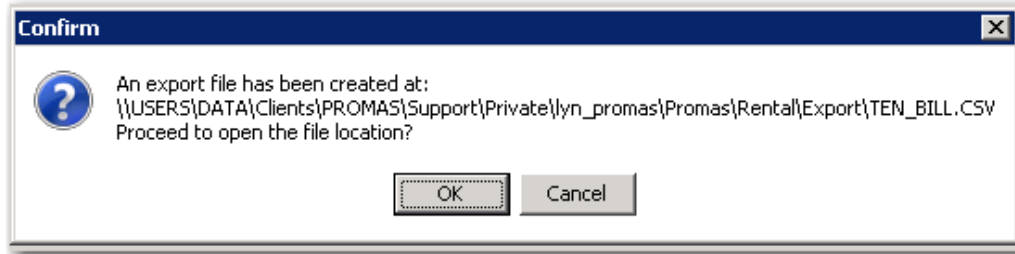


Click on the Windows Explorer icon. That will take you to the cloud computer, your hosted S:(Shared) drive where you can find the folder and file you are looking for.

Proceed to Step C.

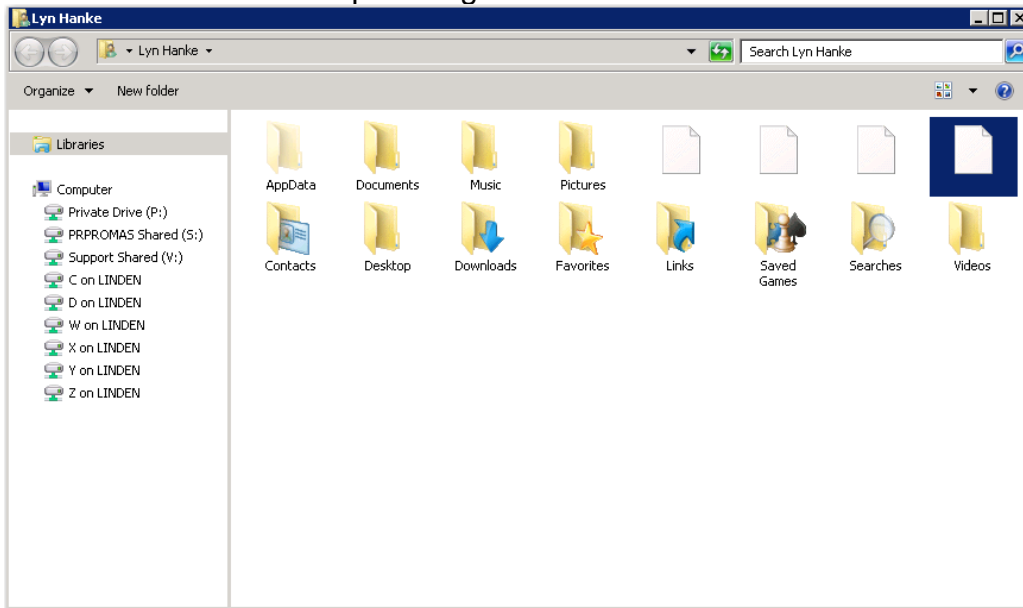
## B. Method 2

When you create an export file in PROMAS, a window will display asking if you want to open the file location. Click Yes.

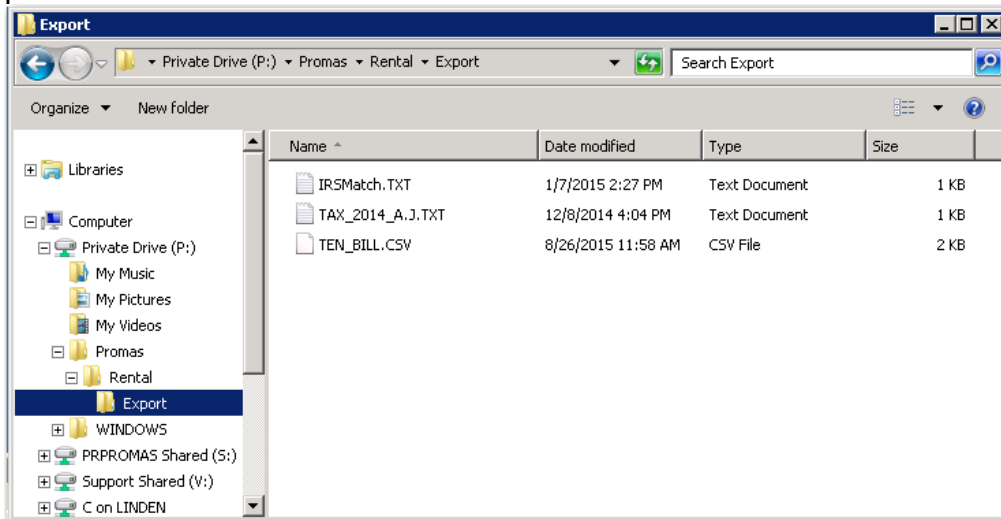


## C. Find file on the Cloud computer – Method 1 or Method 2

You will then be on a screen with a folder highlighted on your hosted P: (Personal) drive. On the left will be your Private Drive - click on the plus sign next to it.

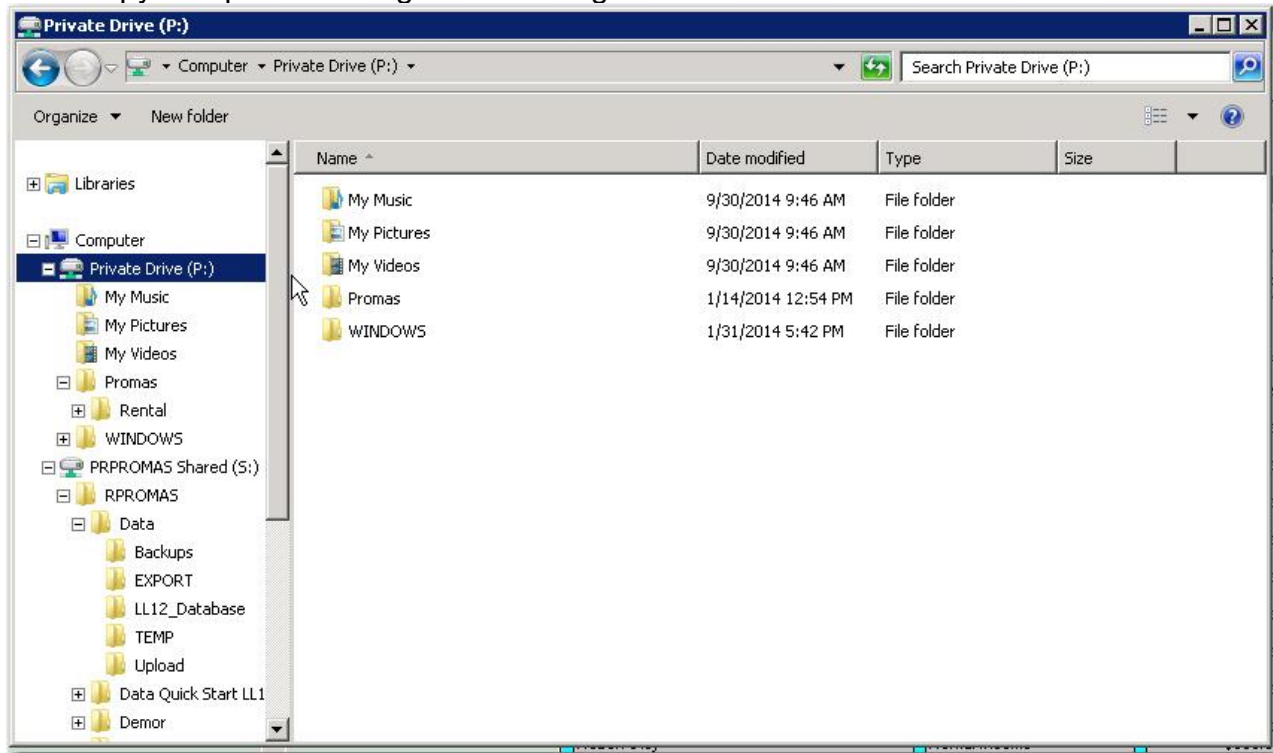


Continue opening folders (promas, Rental, Export) until you open the folder containing your file. Proceed to Step D.



## Step D. Copy file - Method 1 or Method 2

On the left of the screen you will see your computer. Open it and find the location you want to put the file. Either copy and paste or drag it from the right of the screen to the location on the left.



Through Computer or File Explorer you can access your local workstation or laptop C:\, as well as your Private Drive P:\ drive and the Shared cloud S:\ drive.

Note: your local C:\ drive will show up as 'C on XXX-PC' in the cloud session.

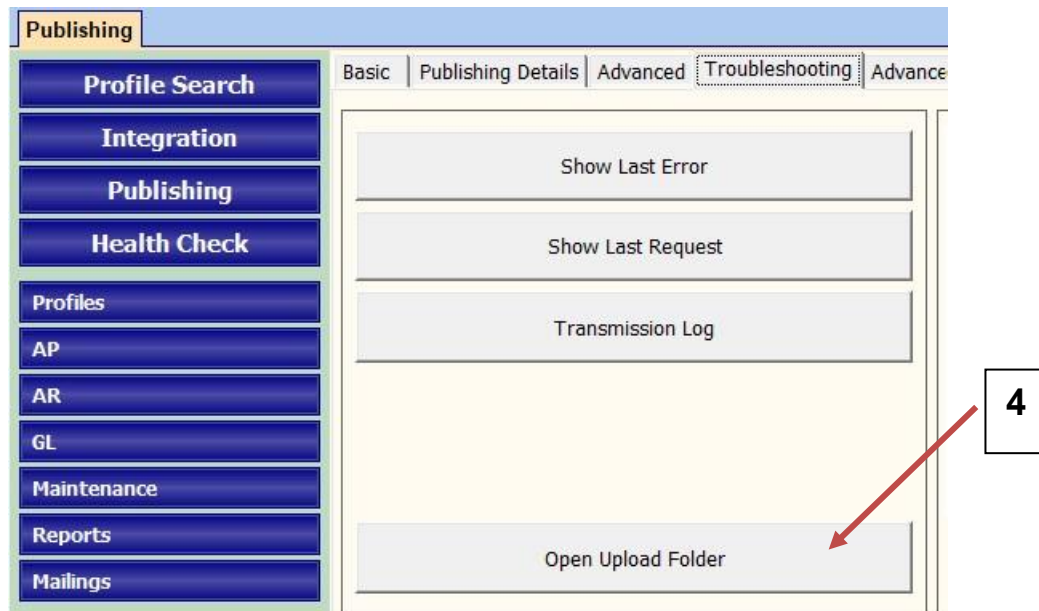
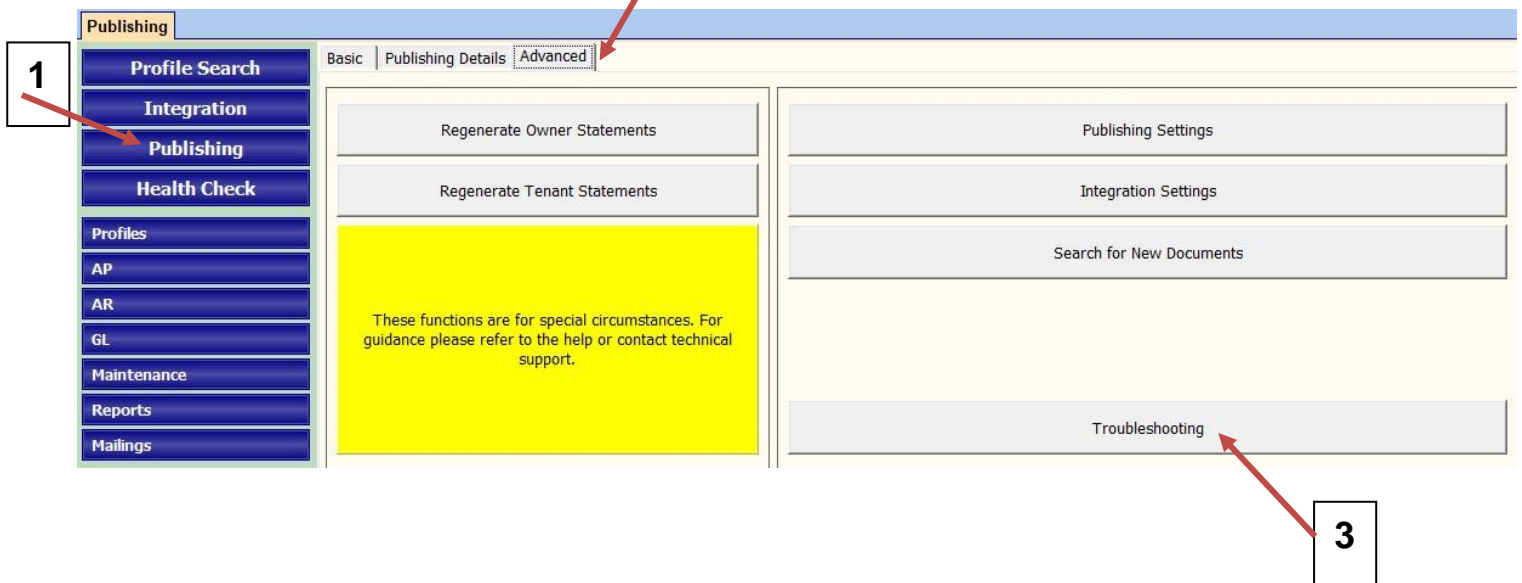
The P:\ drive is referred to as your Private hosted drive. This directory is accessible only to the specific user.

The S:\ drive is your Company's Shared drive. Any data\files placed onto this drive will be accessible by all employees with access to the cloud environment. This is where the backups can be found.

Drives marked with an 'X' on XXX-PC designate your local drives. Typically these would be the 'C on XXX-PC' and 'D on XXX-PC' (your local machines's hard drive and/or CD-rom drives).

### Method 3

1. In Promas, click on Publishing on the top left.
2. Then click on the Advanced tab.
3. Click on Troubleshooting.
4. Click on Open Upload Folder.



You can then see your local computer and the cloud computer and move and copy files from one to the other.

The screenshot shows a Windows File Explorer window with the following path: Network > DM3DPR250 > data\_pr > Clients > PROMAS > Clients > PR0005 > Shared > RPROMAS > LL12\_Demo. The main pane displays a list of files and folders:

Name	Date modified	Type	Size
LL12_Legacy	5/19/2025 1:05 PM	File folder	
LL12_Publish	5/19/2025 1:05 PM	File folder	
LL12_Account	5/19/2025 1:04 PM	Text Document	77 K
LL12_ACCOUNT.idx	5/19/2025 1:04 PM	IDX File	41 K
LL12_Acctline	5/19/2025 1:04 PM	Text Document	4 K
LL12_ACCTLINE.idx	5/19/2025 1:04 PM	IDX File	25 K
LL12_Acctlist	5/19/2025 1:04 PM	Text Document	3 K
LL12_ACCTLIST.idx	5/19/2025 1:04 PM	IDX File	25 K

The left sidebar shows a 'Hosted Computer' section with several drives: C on LYN2016-PC, D on LYN2016-PC, E on LYN2016-PC, F on LYN2016-PC, Private Drive (P:), PR0005 Shared Files (S:), and Support Shared (V:). Red arrows indicate connections: one arrow points from the 'Hosted Computer' section to a box labeled 'Your local computer', and another arrow points from 'PR0005 Shared Files (S:)' to a box labeled 'Your cloud computer'.